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**Fax****To:** Examiner Hung Vy**From:** Gordon K. Harris, Jr., Reg. No. 28,615**Fax:**  
(571) 273-8300**Pages:** 13 + cover**Phone:** (571) 272-1954**Date:** September 19, 2006**Group Art Unit:** 2163**Re:** Application No. 10/757,917

See the attached in response to the Office Action mailed June 30, 2006.

*I hereby certify that this correspondence is being facsimile transmitted to the Patent and Trademark Office (Fax No. (571) 273-8300) on September 19, 2006.*Susan J. Sidwell

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PATENT**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Application No.: 10/757,917  
Filing Date: January 14, 2004  
Applicant(s): Snow et al.  
Group Art Unit: 2163  
Examiner: Hung Vy  
Title: METHOD AND ARRANGEMENT FOR AUTOMATED  
PROVISION OF SERVICE HINTS  
Attorney Docket: 706807US1

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Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, Virginia 22313-1450

**AMENDMENT**

Sir:

In response to the Office Action mailed June 30, 2006, please amend the application as follows and consider the remarks set forth below.

**Amendments to the Claims** begin on page 2 of this paper.

**Remarks** begin on page 8 of this paper.